

## Compliance Office

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### Department Overview

The Compliance Department was created in November 2003, and promotes the health, safety, and welfare of Gallatin County residents through the administration and enforcement of Gallatin County Codes. The Department supports the Planning, Road and Bridge, and Environmental Health Departments, the Attorney's Office, and Park Commission.

Approximately 80% of the Compliance workload is related to planning and zoning issues. About 70% of the FY 08 complaints were alleged zoning violations, with the most complaints received in the Gallatin County / Bozeman Area Zoning District (42%), followed by the Gallatin Canyon / Big Sky Zoning District (28%). The Compliance Department also received a small number of complaints and/or referrals in the Bridger Canyon, Hebgen Lake, Hyalite, Reese Creek, and Zoning District #1 Zoning Districts.

The other 20% of the Compliance workload includes wastewater and floodplain violations, community decay, and other miscellaneous complaints.

The Compliance Department is committed to fulfilling the enforcement needs of the county with respect to all areas that are currently under its purview.

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### Department Goals

- Consistently administer countywide enforcement.
- Create incentives for compliance.
- Increase efficiency by improving communication and coordination between departments and agencies.
- Provide information to the public that promotes compliance with County regulations and ordinances.
- Continue professional development to effectively enforce County laws, regulations and ordinances.

- Provide enforcement support to other county departments.
  - Short-Term goal to develop comprehensive enforcement programs for the enforcement areas mentioned previously.
  - Long-Term goal to expand scope and mission, and develop enforcement programs as needed.
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### Recent Accomplishments

- In FY 2008, investigated approximately 60 new complaints (approximately 1.2 per week).
- Issued nine Cease and Desist Orders for violations.
- Required thirteen After-the-Fact reviews and permits, and four variances to achieve compliance with zoning, wastewater and/or floodplain regulations.
- Worked with residents of Big Sky to develop an Employee Housing Text Amendment to the Gallatin Canyon / Big Sky Zoning Regulation.
- Worked with neighboring landowners in the Gallatin Canyon / Big Sky Zoning District to mitigate a significant zoning violation by developing a tree planting mitigation plan and improvements agreement that guarantees the improvements.
- Conducted two appeal hearings before the Gallatin County/ Bozeman Area Board of Adjustment. Both decisions were affirmed.
- Negotiated new deadlines in an Administrative Order on Consent with the MT Dept. of Environmental Quality to address water quality violations at Hebgen Lake Estates wastewater treatment system.
- Continued to provide compliance assistance to the public regarding county regulations.
- Continued to investigate complaints and achieve compliance on violations.

## GENERAL GOVERNMENT

### Compliance Office

#### Department Budget

Object of Expenditure	Actual FY 2007	Final FY 2008	Actual FY 2008	Request FY 2009	Preliminary FY 2009	Final FY 2009
Personnel	\$ 62,159	\$ 72,600	\$ 76,600	\$74,815	\$ 77,540	\$ 77,554
Operations	9,498	11,657	10,764	12,483	11,657	11,657
Debt Service	-	-	-	-	-	-
Capital Outlay	424	2,000	1,978	-	-	-
Transfers Out	-	-	-	-	-	-
<b>Total</b>	<b>\$ 72,081</b>	<b>\$ 86,257</b>	<b>\$ 89,342</b>	<b>\$87,298</b>	<b>\$ 89,197</b>	<b>\$ 89,211</b>

#### Budget by Fund Group

General Fund	\$ 72,081	\$ 86,257	\$ 89,342	\$87,298	\$ 89,197	\$ 89,211
Special Revenue Funds	-	-	-	-	-	-
Debt Service Funds	-	-	-	-	-	-
Capital Project Funds	-	-	-	-	-	-
Enterprise Funds	-	-	-	-	-	-
Internal Service Funds	-	-	-	-	-	-
Trust & Agency Funds	-	-	-	-	-	-
<b>Total</b>	<b>\$ 72,081</b>	<b>\$ 86,257</b>	<b>\$ 89,342</b>	<b>\$87,298</b>	<b>\$ 89,197</b>	<b>\$ 89,211</b>

#### Funding Sources

Tax Revenues	\$ 24,898	\$ 32,743	\$ 32,416	\$28,814	\$ 28,814	\$ 32,743
Non-Tax Revenues	24,546	32,219	30,608	30,155	30,155	32,219
Cash Reappropriated	22,637	21,295	26,318	28,329	30,228	24,249
<b>Total</b>	<b>\$ 72,081</b>	<b>\$ 86,257</b>	<b>\$ 89,342</b>	<b>\$87,298</b>	<b>\$ 89,197</b>	<b>\$ 89,211</b>

#### Department Personnel

##### Personnel Summary

No	FT/PT	Title	FTE
1	Full-Time	Compliance Specialist	1.00
1	Part-Time	Office Assistant	0.10

Total Program FTE

1.10

### Compliance Office

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#### 2009 Budget Highlights

##### Personnel

- Compliance Officer 100% FTE
- Office Assistant 10% FTE (shared with Planning Dept)

##### Operations

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##### Capital

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#### County Commission Goals/Department Response

The County Commission established a set of overarching goals for the county government. Listed below are the County Commission's goals, followed by the methods by which the Compliance Department is striving to fulfill those goals.

##### Exceptional Customer Service

- Work products and activities are consistent with job-specific procedures, methods, and concepts. Advice and services provided are timely, technically sound, and in accordance with established laws, regulations, policies, and ethical standards.
- Enforcement recommendations are fully supported with statutory elements of proof documented in the project file, staff report, and fine calculations.
- Development of cases occurs in an accurate, thorough, and timely fashion, and is coordinated with the County Attorney's office and other departments as necessary.
- Quality of work products resulting from project reviews reflects the effective application of technical skills. Major revisions to work products are rarely necessary. Public presentations are conducted in a professional manner.
- Effectively advises property owners and the public on compliance with appropriate regulations. Interact with difficult customers in a professional manner.
- Maintains database to effectively record and track alleged violations. Project files are kept organized and up-to-date.

##### Be Model for Excellence in Government

- Manages operations within budget and exercises good judgment in optimizing the use of County resources.
- Promotes and models honesty, fairness, and equity in all aspects of professional life.
- Maintains a substantial workload effectively as well as operating efficiently, effectively, and delivering results in a timely manner.

##### Improve Communications

- Speak and write clearly so that the information is conveyed in an effective manner.
- Work as a team to assure productivity and enhance performance.
- Maintain positive relationships and decorum with stakeholders despite the challenging demands involved with enforcement actions.
- Communicates honestly and openly. Create an environment that promotes the active sharing of information and ideas.
- Responsive to feedback from customers and peers to improve personal and organizational effectiveness.

## GENERAL GOVERNMENT

### Compliance Office

#### WORKLOAD INDICATORS/PERFORMANCE MEASURES

Workload Indicators Indicator	Actual 2006	Actual 2007	Actual 2008	Projected 2009
1 . Public phone calls / meetings with the public per year.	800	1,200	1,200	1,200
2 . Violations database updated weekly.	bi-weekly	daily	daily	daily
3 . Investigations/work products completed on time.	80%	85%	85%	85%
4 . # Complaints per year	50	52	65	100
5 . # of decisions appealed per year	2	5	2	5
6 . # of public hearings per year (other than appeals)	2	2	2	2
7 . # of cases appealed to district court	-	-	2	1

Performance Measures Measure	Actual 2006	Actual 2007	Actual 2008	Projected 2009
1 . Respond to 90% of inquiries within 3 business days.	90%	90%	90%	90%
2 . Update violations database weekly.	monthly	weekly	daily	daily
3 . Written products on time (reports, fine calculations etc.)	100%	100%	100%	100%
4 . Conduct investigations within 10 bus. days of complaint/dea	85%	80%	85%	85%
5 . Contact alleged violators w/n 5 bus days of investigation.	85%	90%	90%	85%
6 . # Decisions Appealed	2	5	2	5
7 . # Decisions Affirmed upon appeal	1	5	2	5

#### Comments

I am expecting the number of complaints I receive to increase at a higher rate than I am currently experiencing with the implementation of new zoning districts including: County-wide zoning, Four Corners, Churchill, Belgrade Donut, and Gateway.